

MANAGEMENT ASSISTANT 612

DEPARTMENT: James City Service Authority/Utility Operations

NATURE OF WORK:

This is an advanced technical, supervisory, and administrative position. Performs administration of database management systems and networks, including access and security. Responsible for the regulation of administrative and maintenance management functions, while overseeing all functions of the Utility Operation Division's administrative support staff. Develops administrative procedures and performs special projects as assigned. Conducts the analysis necessary for securing fact concerning operations, policies, and procedures relating to cost accounting, information reporting, material expenditures, and equipment utilization.

Duties are performed under the managerial direction of the Utility Operations Administrator.

ESSENTIAL FUNCTIONS OF THE JOB:

Plans, organizes and manages the JCSA Operations Division computer network operations. Performs account/user ID and password creation, classification, modification, and deletion within each database and on all systems administered by the JCSA. Develops and implements policies and procedures related to database and systems performance, use, backup, and recovery.

Performs all aspects of data base and network administration including user interface, capacity planning, maintenance, security and access control, restore and back up supervision, and quality assurance of records added or updated into data base. Interfaces with users and collects and maintains information on the needs and activities of the JCSA computer systems. Provides statistical summaries for subsequent informed modification and/or restructuring of the databases and systems.

Develops data base documentation to be used in training and conducts training of new and existing personnel.

Collects and analyzes information and prepares reports for use by JCSA management, such as task completion, workload performance indicator reports, effectiveness and efficiency measures, and costs accounting data. Collects information sufficient to track cost management for the JCSA equipment and material usage. Will maintain records of the usage for future use and audit and design charge back algorithm changes and/or modifications ensuring that cost figures accurately reflects usage.

Participates in product evaluation relevant to the data administration and operation of the JCSA Operations Division computers. Is able to troubleshoot and repair all hardware applications.

Establishes priorities and assigns work to subordinates, performs complex administrative duties requiring independent judgement and problem solving techniques; relieves Operations Administrator and superintendents of routine administrative details.

Sets standards and objectives of work unit. Administers all program areas to include all procedural and record keeping requirements; ensuring that program is administered in accordance with established procedures, guidelines and legal requirements.

Prepares reports, correspondence and letters as required. Sets up and maintains or supervises the maintenance of filing systems.

Supervises and trains assigned subordinates and other personnel, conducts performance evaluations, makes recommendations for hiring and disciplinary actions; applies other employee relations, rules and regulations.

Handles a variety of administrative details, including customer complaints and notification of interruption of service, which involve contact with Section Superintendents, citizens and various county officials and representatives.

Monitors and assists subordinates in complex situations; advises on interpretation of policies; examines and compares data for verification or discrepancies; reconciles errors; and ensures accuracy, consistency and confidentiality of data processed.

Assists Operations Administrator and Section Superintendents with the Utility Operation's budget development and expenditures.

Performs operational studies and trend analysis of the water and sewer systems as required by Operations Administrator.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Operates general office equipment including computer equipment, telephone, copier and typewriter

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of database management systems and their applications. Complete understanding of the physical and logical concepts of database file structures to include performance monitoring, restructuring, system testing, software package installation and testing, data dictionary concepts and uses, security, backup, recovery, and restart techniques.

Demonstrated ability to resolve problems related to database design and systems operations. Ability to assess and arrange for training needs.

Ability to communicate effectively, orally and in writing, to develop effective working relationships with various levels of JCC and Service Authority personnel.

A broad conceptual knowledge of database administration by experience with several varied software systems to include the ability to troubleshoot software system or hardware problems

Ability to work with a diverse work force from field personnel to office and technical employees.

Thorough knowledge of standard office practices and procedures, equipment and its application to the area of assignment.

Considerable knowledge of county and department policies, procedures, rules and regulations.

Ability to exercise independent judgment and make independent decisions, and possesses the competence to plan, supervise, and evaluate the work of subordinates.

MINIMUM QUALIFICATIONS:

Associate's Degree in business, management information systems, or a related field with major course work in computer science; two years of experience performing analytical or research work, preferably in the public sector; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.